



OFFICE OF THE
BUILDING DEPARTMENT

TOWN OF VERNON

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HOUSING COMPLAINT POLICY

It is a requirement of the North Central District Health Dept. as well as the Town of Vernon Building Dept. that any complaint received from an individual about their rental unit requires the individual notify the owner, in writing, of the issues with reasonable time given to fix the problem. A copy of this notice must be supplied to the department receiving the complaint.

Any critical issues such as heat and lead will be addressed immediately, but the landlord will also be given a reasonable time after being notified to fix the problem.

It is not the responsibility of the Building or Health Department to notify a landlord of any problems, only to make sure that the problems related to Health and Safety are properly dealt with once they have been notified.